

SENIOR NEIGHBORHOOD RESOURCES COORDINATOR

GRADE: 23

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Senior Neighborhood Resources Coordinator performs difficult professional and intermediate administrative work acting as an ombudsperson and liaison between neighborhood groups and the City of Rockville and supervises other employees engaged in similar work. The work requires a proactive and occasionally influential approach developing strategies to enhance information flow and citizen participation while keeping all interested parties aware of current neighborhood projects and issues, and current planning and development initiatives. The work involves program development and implementation and has serious consequences in the delivery of services. The work requires attendance at evening and weekend meetings on frequent basis. Incumbent supervises the work of professional and support staff, manages and coordinates the work of others outside the unit engaged in neighborhood and other projects and programs. The incumbent works under general managerial direction and contributes to meeting the needs of the City and its neighborhoods.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Supervises and directs the work of employees engaged in projects related to neighborhood coordination and citizen involvement, such as Matching Grant Program, Good Neighbor Award Program and Rockville University.
- Supervises and directs staff in the City's Human Rights Program, which includes the Community Mediation Program.
- Assists individuals and neighborhood groups with resolving issues involving the City government ensuring they understand and participate in the planning process and effectively use public processes to solve problems.
- Provides advice and information to communities including publishing and distributing informational items.
- Creates, develops, implements, processes policies and procedures etc. designed to facilitate the acceptance and appreciation of the City's projects and programs.
- Acts as a facilitator and conflict mediator in a variety of situations.
- Works on neighborhood planning programs and involves the neighborhood in strategic plan development.
- Reviews various applications submitted for activities in assigned neighborhoods.
- Explains and interprets zoning regulations and procedures to citizens, applicants and other agencies and departments and provides assistance in compliance with the regulations.
- Assists with organizing new and reactivating old neighborhood associations.
- Develops training programs and trains citizens and City staff interested in neighborhood issues. Strives to develop self sufficiency in neighborhood organizations.
- Attends neighborhood meetings and other special functions and coordinates timely presentations by other City staff.
- Receives concerns from residents and coordinates responses with Service Request Coordinator.
- Performs related duties as assigned.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Bachelor's degree in social sciences, public administration, public relations, political science urban planning or related field, supplemented by training in citizen participation, consensus building, public processes, conflict mediation and facilitation or related topics and five years of experience working in a position which demonstrates the successful use of the dynamics necessary for working with neighborhood or community organizations, including at least 3 years of program responsibility. Supervisory experience is preferred. Possession of an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- Knowledge of program management and policy development.

- Knowledge of the development review process and urban planning principles.
- Knowledge of the principles and practices of citizen participation.
- Knowledge of strategic planning, including ability to design and lead a strategic planning process.
- Excellent verbal and written communication and presentation skills.
- Excellent organizational skills.
- Ability to analyze the needs of the community and the organization and to develop programs to meet those needs.
- Ability to resolve issues sometimes in difficult situations using own initiative.
- Ability to remain calm and to mediate conflicts in stressful and highly emotional situations.
- Ability to establish and maintain effective working relationships with the public, officials and employees.
- Ability to function as a team leader and a team member.
- Ability to design and teach training programs for adults.
- Ability to use a computer.
- Ability to maintain and organize workload to successfully complete multiple tasks.